

PHARMACIST PROFESSIONAL
ADVISORY COMMITTEE (PharmPAC)

STANDARD OPERATING PROCEDURES
MANUAL

7 April 2008

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The Standard Operating Procedures (SOPs) were created by the Pharmacist Professional Advisory Committee (PharmPAC) to provide guidance in carrying out the mission and objectives of the PharmPAC Charter. The SOPs do not supersede the Charter.

I. FUNCTIONS

In carrying out its broad mission and objectives, the functions of the PharmPAC shall include, but are not limited to, the following.

A. Provide general professional advice and recommendations:

1. Review and comment on issues referred to the PharmPAC by the Surgeon General, Chief Professional Officer (CPO), Operating Division (OPDIV) Heads, and/or STAFFDIV Heads.
2. Deliberate issues; develop findings, and present recommendations through the CPO to the Surgeon General.
3. Provide advice on the professional aspects of the pharmacist category, i.e., new technologies, regulations, curricula, roles, etc.
4. Provide advice on ethical and professional standard issues.
5. Review and provide recommendations concerning proposed or needed changes to appointment standards and professional requirements, i.e., licensure required to maintain high quality staff.

B. Act as a primary resource for pharmacy career development:

1. Advise on Commissioned Corps (CC) and Civil Service (CS) practices concerning career development.
2. Advise on operating practices concerning the appropriate/optimum use of personnel designed to best meet United States Public Health Service (USPHS) needs and the needs of the individual.
3. Advise on issues related to USPHS promotion practices and, for Commissioned Officers, assimilation into the Regular Corps for the pharmacist category.
4. Formulate criteria for the selection of candidates for training and/or other career development options.
5. Identify both continuing and long-term intramural/extramural education needs of the pharmacist category, and identify and

recommend training and/or experience opportunities designed to meet these needs.

6. Review applications for long-term training, assess appropriateness of requested training in terms of the individual's and the Service's needs, and provide recommendations for the approval/disapproval of such requests.
7. Advise on issues related to training and deployment readiness of CC Officers.

C. Provide advice and assistance on pharmacy staffing issues:

1. Assess and project need for pharmacy staffing levels, both CS and CC, throughout the USPHS.
2. Provide advice on the goals, objectives, and procedures designed to meet the USPHS staffing needs.
3. Provide guidance for recruitment to the short-term student affiliation programs (CC student programs such as Commissioned Officer Student Training Externship Program (COSTEP), other paid or volunteer externs/interns and students on clinical rotations, etc.).
4. Develop, and/or review and critique, pharmacist category-specific USPHS recruitment materials, procedures, and programs.
5. Help establish networks of current, as well as former, USPHS professionals, who can assist and facilitate recruitment activities.
6. Provide guidance to the Associate Recruiter Program and other USPHS recruiters concerning the recruitment of qualified candidates to the pharmacist category and related civil service professional disciplines.
7. Assist in the development of orientation materials for newly hired pharmacist category professionals and provide advice/recommendations concerning orientation programs.

D. Communicate and encourage appropriate use of awards/recognition systems:

1. Identify, establish, and help administer special professional pharmacist category awards.
2. Maintain cognizance of the existing CS and CC award programs and opportunities.

E. Serve as communication link and information resource for the pharmacist category:

1. Communicate to the CS/CC pharmacist category staff important information concerning professional, ethical, and technical issues.
2. Encourage individual membership in, and involvement with, pharmacy professional organizations and other societies in order to promote open communication with both federal and non-federal colleagues.
3. Ensure the distribution of minutes and/or other PharmPAC-developed materials to the extent possible and appropriate to CC and CS staff. Ensure the availability of PharmPAC minutes to other PACs and the Office of the Surgeon General through the PharmPAC website.

II. MEMBERSHIP

- A. Basic Eligibility Requirement: Members must be full-time CS or CC personnel, and at the time they are nominated and appointed to the PharmPAC must meet the eligibility requirements for initial appointment to the pharmacist category, and their respective personnel system. Members must maintain status as a full time CS or active duty CC USPHS pharmacist throughout entire tenure on the PharmPAC.
- B. Staff from the Office of the Surgeon General and Office of Commissioned Corps Operations may serve on the PharmPAC as voting members. In cases where a conflict of interest may arise the member should recuse themselves from voting on a particular issue.
- C. Size of the PharmPAC: The PharmPAC shall have no fewer than 7 and no more than 20 voting members.

- D. **Organizational Representation:** In order to provide the range of experiences and perspectives necessary for addressing issues before the PharmPAC, every effort must be made to have the broadest representation possible among all agencies that are routinely staffed by Commissioned Corps Officers of the pharmacist category. Those pharmacists who are already represented by another PAC (e.g., individuals with degrees in Pharmacy and Medicine can only be represented by one PAC) will not be counted when assessing the total number of pharmacists in their OPDIV for purposes of representation. Pharmacists who are appointed to the PharmPAC will continue in that capacity for their normal three year period regardless of whether the total number of pharmacists in their OPDIV drops below any minimum threshold during that time.
- E. **Geographic Considerations:** The PharmPAC will have, as voting members, at least two individuals whose regular duty station at the time of appointment to the PharmPAC is geographically removed by a distance seventy-five or more miles from the Washington, DC Metropolitan Area.
- F. **Gender, Race, and Age Representation:** Every effort will be made to ensure that the PharmPAC does not consist (1) entirely of men or entirely of women or (2) entirely of one race, as long as no selection is made to the PharmPAC solely on the basis of gender or race. Race, gender, and age requirements cannot be satisfied simultaneously by a single voting member.
- G. **Personnel System:** Every effort will be made to ensure that the PharmPAC has at least one Commissioned Corps and one Civil Service voting member.
- H. **Professional Seniority:** The PharmPAC will have as a voting member a minimum of one individual who at the time of their appointment to the PharmPAC has fewer than five years of experience as a pharmacist and one individual with at least 11 years of experience as a pharmacist.
- I. **Ex-Officio Members:** The following are ex-officio members of the PharmPAC:
1. CPO (see IX)
 2. The former chair (maximum one year)
 3. Executive Secretary if not already a member of the PharmPAC
 4. Pharmacy representatives of the Junior Officer Advisory Group (JOAG)
 5. Other individuals as identified and appointed by the PharmPAC

- J. Liaison Members: The PharmPAC may identify individuals to serve in a liaison capacity to provide information or assist with activities. Nominations are forwarded to the CPO for approval. Current organizations with PharmPAC liaisons are:

1. American Association of Colleges of Pharmacy (AACCP)
2. American College of Clinical Pharmacy (ACCP)
3. American Society of Consultant Pharmacists (ASCP)
4. American Society of Health-System Pharmacists (ASHP)
5. American Pharmacists Association (APhA)
6. American Public Health Association (APHA)
7. Academy of Managed Care Pharmacy (AMCP)
8. Association of Military Surgeons of the United States (AMSUS)
9. Commissioned Officers Association of the US Public Health Service (COA)
10. Indian Health Service - National Pharmaceutical Council (NPC)

- K. Voting and Decision Making: Voting and decision making will be permitted by PharmPAC members (and their alternate, but only when the member is not present). Where voting or decision making is required or appropriate, e.g., election of the Chair, action will be determined by the simple majority of those voting members present. If a tie situation occurs, the presiding chair will have one additional vote to break the tie.
- L. Members: The roster of USPHS Pharmacists will be reviewed 30 days prior to the call for nominations for PharmPAC membership. At this point a determination will be made regarding how many nominations will be needed to satisfy the following requirements.

1. OPDIVs both HHS and non HHS with 10 or more individuals based on the current number of eligible pharmacists:

Number of Pharmacists	Voting Representatives
0-9	0
10 - 24	1
25 - 100	2
101 - 200	3
201 - 300	4
301 - 400	5
401 - 500	6

2. Eligible pharmacists

- a. PHS OPDIVs: individuals who can be identified as meeting the pharmacist appointment criteria, in either the CS or CC system.

- b. Non-PHS OPDIVs: individuals who are USPHSCC pharmacists (e.g., Federal Bureau of Prisons, Coast Guard, and the District of Columbia's Commission on Mental Health Services (Saint Elizabeth's Hospital)).
 - 3. Ex-minimus Member: For USPHS and non-PHS OPDIVs (whose programs are routinely staffed by less than 10 USPHS PHS CC or a combination) will be pharmacists (HHS CS, US) represented by one individual from one of these agencies as a member of the PAC. That individual will be the ex-minimus representative.
 - 4. Ex-Officio Members: referenced above.
 - M. Alternates - Cognizant of the demands of the member's primary work responsibilities, and the PharmPAC's need to conduct business, each voting member shall appoint and inform the Chairperson of an individual who can serve as his/her alternate. Candidates for the alternate position should be thoroughly familiar with the member's roles on the PharmPAC.
- Such alternates shall have voting privileges when serving in the place of a primary member. It is the responsibility of the primary PharmPAC member to keep the alternate fully informed and knowledgeable of the PharmPAC's activities.
- 1. Alternates should be from the same OPDIV as the Member.
 - 2. Each alternate must submit their CV and supervisor concurrence to the Administrative Section within one month of the beginning of the Member's term. If the alternate is from the list of nominees that the OPDIV had last submitted, OPDIV approval will be assumed and immediate supervisor approval will not be necessary.
 - 3. Any OPDIV clearance or approval requirements for travel/per diem must be handled within the OPDIV by the primary PharmPAC member.

III. NOMINATION PROCESS

A. Solicitations for Nominations

- 1. The Administrative Lead is responsible for the entire nomination process.

2. Annually, the PharmPAC will solicit, through the PharmPAC minutes, newsletters, and other appropriate means, nominations for current and future vacancies on the PharmPAC from all individuals in the category.
 3. Self nominations will be both permitted and encouraged.
 4. The name(s) will be transmitted by the Administration section lead to the nominee's respective OPDIV Head who may endorse the nominee(s) recommended or provide alternate or additional nominations meeting the general representation requirements demonstrated by the original nominee(s).
 5. OPDIV concurrence is only valid for the current nomination year.
 6. The OPDIV Head response will be reviewed by the PharmPAC, and a final list of nominees will be sent by the Administrative section lead through the CPO to the Surgeon General for approval.
- B. Nominations will be such that they will be staggered over the three year term so that approximately one-third of the members' terms will expire annually.
- C. Multiple Applicants for an opening - If there are multiple applicants for an opening, the Administrative section Lead will convene a nomination subcommittee with the following structure
1. The subcommittee will consist of only current PAC voting members.
 2. At least 1/3 of the PAC members will be represented.
 3. The subcommittee will perform a first round review and forward to the PAC a maximum of three nominations for every opening. The list of nominees forwarded to the PAC will enable the PAC to follow the membership requirements as dictated by the Charter and SOPs Junior officer, field representation, etc.).
- D. This nomination process shall be conducted so that the final nomination package is available for the Surgeon General's consideration no less than 60 calendar days prior to the expiration of the regular term of the member.
- E. Filling an unexpired term - Should the need arise to fill an unexpired term; nominees will be selected from a pool of nominees. In the event of an OPDIV change or reassignment of a member during the normal three-year term the member may complete the remaining term for the operational year for that OPDIV. The vacancy will then be announced to fill the

remainder of the term or it will be at the discretion of the CPO and PAC Chair to allow the member to complete the entire 3-year term.

1. One component of this pool of nominees will consist of those nominees who were previously endorsed by their OPDIV at the time of the last OPDIV solicitation (these nominees will automatically be considered without further OPDIV input).
2. The other component of this pool of nominees will consist of nominees received since the last OPDIV solicitation who have not yet been endorsed by their OPDIV (these nominees must first be endorsed by their OPDIV before they are considered).
3. If this pool of nominees is sufficient, then no further OPDIV solicitation will be necessary.
4. If this pool of nominees is insufficient, the same process as used for regular term appointments will be followed, except that the nomination package will be conveyed to the Surgeon General as soon as possible for action. Until the Surgeon General confirms the new member, the former member's alternate will fill the position to allow for the uninterrupted representation of the former member's OPDIV.

- F. Any OPDIV-initiated requirements for travel/per diem must be handled within the OPDIV by the primary PharmPAC member.

However, it is understood that by the OPDIV putting forth an individual's name, the OPDIV is obliged to make reasonable accommodation to allow that individual to execute his/her duties on the PharmPAC.

- G. Time line (Guidelines)

1. January
 - a. Determine number of nominations to be solicited.
 - b. Write nomination announcement.
 - c. Determine deadlines for submission for nomination announcement (i.e. Listservs, CC eBulletin, etc.).
2. February/March – Submit announcements for nominations to appropriate media (Listservs, eBulletin, etc).
3. May - Review all nominees to ensure eligibility, send letter nominees indicating nomination has been received.
4. June - Convene nomination subcommittee if necessary.

5. July/August
 - a. Forward nomination packages to the full PAC membership to rank order nominees forwarded by the nominating subcommittee.
 - b. Rank order forwarded to CPO for concurrence.
 - c. Complete nomination packages must be forwarded to the Office of the Surgeon General no less than 60 days prior to 1 November.
6. October
 - a. After the SG signs off on the nomination package for appointment, welcome letters should be prepared by the Membership committee for signature by the PAC Chair.
 - b. Letters for nominees not selected should be prepared by the membership committee for signature by the CPO.
7. November
 - a. Send current membership roster to OSG.
 - b. Remind members to supply alternate information (CV and supervisor concurrence).
8. December
 - a. Prepare letters for new alternates, informing them of their roles and thanking them for their anticipated service.

IV. TERM OF APPOINTMENT

- A. The term of appointment for a voting member will be three years, provided the voting member maintains status as a full time HHS CS or an active duty CC USPHS pharmacist. The PharmPAC shall begin its operational year on the First of November.
- B. A member completing his/her term on the PharmPAC is eligible for reappointment for one additional three year term. However, a second term may be served, immediately following the first term, only if it is mutually agreeable to the member, the member's OPDIV and the PharmPAC. Once a member has accumulated a total of two complete three-year terms of service on the PharmPAC, he/she is not eligible for reappointment. Service as an alternate to a voting member will not be included in these service calculations, but a member who has completed two three-year terms of service may not become an alternate during the three years immediately following his/her last complete term.
- C. Commencement of Term for Replacement Members: If the member resigns before 31 March, the replacement will be considered to have begun a three

year term the preceding 01 November. If the member resigns after March, the replacement member will be considered to have begun a three year term beginning the following First of November.

- D. Pro Tempore Members: If the appointed, voting member is reassigned to a different OPDIV during his/her term of appointment to the PharmPAC, he/she will be allowed to complete his/her year of term following the upcoming annual solicitation. The replacement member will begin his/her term on 01 November.
- E. Attendance: Each voting member of the PharmPAC is expected to attend all meetings unless excused by the Chair. Any member of the PharmPAC who misses more than 50% of meetings without just cause can, at the discretion of the PharmPAC, be asked to voluntarily resign from the PharmPAC, or the PharmPAC can initiate a request to the Surgeon General to terminate said membership and so inform the OPDIV Head.
- F. Participation: The PharmPAC is a participatory organization. Every voting member of the PharmPAC is expected to either chair or actively participate on a PharmPAC section or activity on an ongoing basis.
 - 1. Failure to voluntarily participate as a chair or as an active member of at least one PharmPAC section or activity will result in censure of the member at the discretion of the PharmPAC.
 - 2. Being censured twice for non-participation will result in a member's name being sent to the Surgeon General with a recommendation for removal from the PharmPAC.
 - 3. If the member does not agree with the PharmPAC's decision, then that member may appeal the PharmPAC's decision directly to the Surgeon General.
 - 4. Responsibility
 - a. The PharmPAC Chair will bring such non-participating PharmPAC members to the attention of the Administrative lead.
 - b. The Administrative lead will:
 - (1) First speak with the non-participating PharmPAC members to urge them to become involved.
 - (2) Forward the names of the non-participating PharmPAC members to the entire PharmPAC for a vote on censure if no action is taken by non participating PharmPAC members to quickly remedy the situation.

V. CHAIRPERSON

- A. A Chairperson will be elected by the voting membership of the PharmPAC prior to the last meeting of the operational year, the operational year being equivalent to the fiscal year and as defined in section VII(1). Nominations for the Chairperson position may be accepted in advance or at the election meeting. Ballots for the Chairperson position may be sent to PharmPAC members and returned, prior to or at the election meeting.
- B. Term of the Chairperson: The Chairperson will serve a one year term and may be re-elected for one additional year. The PharmPAC may choose to elect the Chairperson for one 2-year term with no opportunity for re-election to that post.
- C. Term of Appointment: When the term of Chairperson ends, that Chairperson will then be known as the immediate past-Chairperson until the next Chairperson leaves office. If the immediate past-Chairperson is not reappointed as a regular PharmPAC member, then he/she may serve one additional year as an ex-officio member of the PharmPAC, provided the OPDIV Head is informed and concurs with the extension.
- D. A Vice-Chairperson shall be elected at the same time and in the same manner as the Chairperson. The Vice-Chairperson will serve a minimum one year term and may be re-elected for one additional year. The PharmPAC may choose to elect the Vice Chairperson for one 2-year term with no opportunity for re-election to that post. The Vice-Chairperson will become Acting Chairperson in the absence of the Chairperson.

VI. CHIEF PROFESSIONAL OFFICER, PHARMACY, (CPO)

- A. Membership on PharmPAC: The CPO shall be an ex-officio member of the PharmPAC.
- B. CPO's Relationship with PharmPAC: All PharmPAC products - correspondence, reports, minutes of its proceedings, or other must be transmitted through the CPO who, as he/she may deem appropriate, may provide concurring or non-concurring comments but may not stop or unduly delay such transmittals.

VII. OPERATIONS AND PROCEDURES

- A. Frequency of meetings: Meetings will be held at least quarterly, or more frequently as the PharmPAC deems appropriate.
- B. Agenda: A meeting agenda and appropriate background materials will be

distributed to the members in advance of the meeting using appropriate means. Agenda items may be submitted by PharmPAC members, program officials, or USPHS pharmacists.

C. Records and Reporting:

1. Minutes of each PharmPAC meeting will be developed, and approved by the PharmPAC members.
2. Minutes and reports of the PharmPAC will be distributed in accord with item IV (5) Functions.
3. The PharmPAC must establish a system to maintain a permanent file of the official minutes and reports of the PharmPAC.
4. The Chairperson shall appoint, with the consent of the PharmPAC, an Executive Secretary for a one year term to run concurrently with the Chairperson's term. The Executive Secretary can be appointed from among the voting members of the PharmPAC or an individual may be appointed to this position as an ex-officio member. There shall be no limit on the number of terms that an individual may serve as the Executive Secretary.

D. Quorum: A quorum consists of 50 percent of the PharmPAC's voting membership. The quorum may be physically assembled, assembled through electronic means (such as telephone or video conference), or any combination of the two. An alternate attending in lieu of the member shall be counted in determining the quorum requirement.

E. Sections: The PharmPAC may establish standing or ad hoc sections and activities, as deemed appropriate or necessary, to perform its functions. The 4 sections are Administration, Recruitment, Career Development, and Communications. Membership in these sections may include non-PharmPAC members provided that the chairperson of each section is a voting member of the PharmPAC. All the section chairs should submit a work plan by the First of November each year. (Appendix A)

VIII. CHARTER UPDATE AND APPROVAL:

- A. The PharmPAC is required to develop a formal written charter that is consistent with the Office of the Surgeon General's Model Charter.
- B. The PharmPAC's charter must be reviewed and approved by the Surgeon General.
- C. If the PharmPAC subsequently modifies its charter, such modifications require the review and approval of the Surgeon General.

- D. The PharmPAC is required to review and, if required, update its charter at least every three years.

IX. STANDARD OPERATING PROCEDURES (SOP) UPDATE AND APPROVAL

- A. The PharmPAC's SOP must be reviewed and approved by the PharmPAC.
- B. Modifications of the SOP require the review and approval of the PharmPAC.
- C. The Charter Activity group is required to review and, if required, update its SOP at least every three years.
- D. The PharmPAC Administration section lead shall maintain a file with all previous known versions of SOPs.

DECISION

Approved _____ Date_____

APPENDIX A

Pharmacist Professional Advisory Committee Sections and Activities

Administration Section

Purpose: The primary function of the Administration Section of the PharmPAC is to ensure proper and smooth functioning of the day-to-day activities of the PAC.

Awards Activity

Purpose: Recognize USPHS pharmacists and students through the PharmPAC Awards program. This includes PAC Honor Awards, PAC Service Awards, PHS Excellence in Pharmacy Practice Award. Outside Awards, and the US

Charter Activity

Purpose: Revise the PharmPAC Charter and PharmPAC Standard Operating Procedures Manual.

Membership Activity

Purpose: Assure PharmPAC membership is representative and that pharmacy strength is routinely reviewed.

History Activity

Purpose: Research and publish articles/papers that highlight the rich history of the category and the current events where pharmacists have played a role and have impact on public health.

Legislation Activity

Purpose: To monitor the congressional press and other publications for legislation impacting the pharmacist category, to make recommendations to the PAC and CPO, and when appropriate, to develop position papers on pertinent pieces of legislation.

External Pharmacy Professional Relations Activity

Purpose: To monitor organizational websites for potential awards for USPHS pharmacists and to serve to coordinate with other organizations on issues involving legislation.

Recruitment Section

Purpose: Increase recruitment of highly qualified pharmacists. Associate Recruitment Program (ARP) Activity Purpose: To develop appropriate measures for the ARP through a phased process.

Career Development Section

Purpose: Provide information about educational opportunities including continuing education and graduate programs for pharmacists.

Professional Guidance and Retention Activity

Purpose: To study and recommend actions that will enhance the professional experience and retain the services of pharmacists in the USPHS.

Readiness/ Response Activity

Purpose: To increase the pharmacist readiness in OFRD to 100% and to improve the readiness of the current OFRD members; to involve civil servant pharmacists in response activities.

Communications Section

Purpose: To promote the interests of the USPHS pharmacist category, by delivering information through a variety of media.

Website Activity

Purpose: Disseminate category-specific information of interest to USPHS pharmacists and other individuals as appropriate.

Listserv Activity

Purpose: Disseminate information originating from the PharmPAC to pharmacy students, USPHS pharmacists and other individuals as appropriate.

Public Health Activity

Purpose: To increase the awareness of the location and information on the website, and to address national public health issues as they relate to pharmacy.

Events and Meeting Activity

Purpose: Provide a calendar of events regarding professional meetings and USPHS activities.

PLANT (Pharmacists Learning and Networking Together) Activity

Purpose: To collect and post personal abstracts of pharmacists who wish to share what they do as pharmacists in the Department of Health and Human Services / PHS.